



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Frontier Communications of Lakeside, Inc.
for Filing Period 4/1/2008 to 6/30/2008
Tracking Number 2209

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.34	5.18	5.24	4.92
B. Operator Answer Time - Information Section 730.510(a)(1)	4.16	4.46	4.62	4.41
C. Repair Office Answer Time Section 730.510(b)(1)	18.00	54.00	76.00 *	49.33
D. Business or Customer Service Answer Time Section 730.510(b)(1)	22.00	142.00 *	111.00 *	91.67 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	95.95 %	98.65 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	100.00 %	100.00 %	78.95% *	92.98% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.70	0.80	1.50	1.00
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	4.05 %	1.35 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	3	1

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$2.09	\$0.00	\$13.18	\$15.27
B. Number of credits issued for repairs - 24-48 hours	0	0	4	4
C. Number of credits issued for repairs - 48-72 hours	1	0	0	1
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1	0	2	3
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1	0	34	35
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0